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ODP COMPUTER SYSTEMS QUARTERLY REPORT

FIRST QUARTER FY-83

(October - December 1982)

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1st Qtr 83

ODP COMPUTER SYSTEMS QUARTERLY REPORT

EXECUTIVE SUMMARY

During the First Quarter FY-83, the aggregate workload for ODP services was divided with the decreases in workload being attributed to the large number of holidays falling within this quarter. Performance was generally good for all services. Availability was a problem for STAR and GIMPROD, but all other services met or exceeded the ODP standard of 97 percent.

A summary of significant developments in performance, workload, and availability for each service follows:

BATCH

An IBM 3081 replaced an IBM 168 and an AMDAHL V/8 early in the quarter. BATCH turnaround times for the three major time-sensitive job classes were all within the acceptable limits as established by ODP. The average number of daily jobs increased while the 370/168-equivalent CPU hours decreased. Availability remained acceptable.

VM1

Response times remained excellent while the workload began to increase after the drop last quarter when a large group of users was moved to VM2. VM1 suffered from 36 percent fewer hits this quarter, and availability was good at 98.85 percent.

VM2

Response times were well within the acceptable limits again this quarter even though the number of concurrent users rose 57 percent over the last reporting period. Availability remained excellent at 99.00 percent.

GIMS

GIMPROD performance degraded slightly but remained acceptable as workload decreased this quarter. GIMDEV performance improved, although average daily transactions were down slightly here as well. GIMDEV availability was good at 98 percent, but problems with MVS software pushed GIMPROD availability below the acceptable limit this quarter.

OCR

OCR performance continued to improve this quarter while most applications sustained high numbers of transactions. Availability improved significantly this quarter as all applications, with the exception of OLDE3, sucessfully reached the 97 percent minimum level of acceptability.

DO/IMS

STAR performance remained within the acceptable limits this quarter as the workload declined slightly due to the large number of holidays this period. STAR availability was below the 97 percent threshold for the second quarter in a row mostly due to STAR software problems. NIPS availability remained acceptable at 97.55 percent.

DDOGIMS

Due to the increase in activity, DDOGIMS is now being added to this report. Since this service has not been reported on previously, comparisons to earlier quarters cannot always be made. Statistics will, however, be reported on as thoroughly as possible. Response times this quarter were good as the workload generally increased. Availability was above the acceptable limit.

CAMS

Average response times were improved 17 percent this quarter over last quarter while the workload decreased significantly as well. This is being attributed to the number of holidays this quarter. Availability remained within acceptable limits.

ODP COMPUTER SYSTEMS QUARTERLY REPORT

FIRST QUARTER FY-83
(October - December 1982)

Systems Engineering Branch
Engineering Division/Processing
Office of Data Processing
(SEB/ED/P/ODP)

Contents

ODP COMPUTER SYSTEMS QUARTERLY REPORT

FIRST QUARTER FY-83
(October - December 1982)

1. Introduction

This Processing/ODP Computer Systems Quarterly Report covers the period October through December 1982 (First Quarter, FY-83). To reduce the size of this report, statistical tables are included in the the Quarterly Statistical Supplement, which may be obtained from the Systems Engineering Branch, Engineering Division, Processing, ODP (SEB/ED/P/ODP).

As in previous quarterly reports, the Executive Summary contains a synopsis for each service during the reporting period. Sections 2.1 through 2.9 explain each of the eight services in greater detail and graphically depict key indicators of performance and workload. On many of the graphs, two different symbols are used to form grid lines: dashes and chain-dots. Dashed lines represent ODP-established performance threshold levels. Measurements below these lines are considered within acceptable limits. Chain-dot lines are included as guides to enable the reader to determine more easily the magnitude of points on the curves. Charts of quarterly availability averages also are included. To put the most recent data in perspective, the graphs and charts cover a period of five quarters. The five-quarter period was chosen so that both trend and quarter-specific effects could be shown.

Sections 3 through 5 of this report address direct-access device (DASD) utilization, telecommunication statistics as measured by the COMTEN accounting package, and systems' availability. Tables are included that illustrate pertinent data in each of these areas by service.

Section 6 briefly defines, in tabular form, the statistics that are shown in the individual graphs. Data sources and time periods during which the data were collected are indicated. Additional explanations may be obtained from SEB/ED/ODP.

COMPUTER SYSTEMS QUARTERLY REPORT

2. ODP SERVICES

2.1 BATCH

2.1.1 PERFORMANCE

Batch performance is measured by the average turnaround time, that is, the amount of elapsed time between when JES receives a job until the time when all output is completed. This report presents the findings for the three most time-sensitive classes of batch work, A, C, and DEBUG. The average DEBUG class turnaround time remained good this quarter at 22.2 minutes. The goal of 100 minutes or less for the combined turnaround time for classes A and C, weighted by the number of jobs submitted under each class, was successfully met with a weighted average of 78 minutes. The scheduling and execution times for these two classes improved or remained constant over last quarter, while the printer time increased an average of 2 minutes for each job for class A and 15 minutes for class C. This increase in print time is currently being investigated by SEB/ED. The installation of an IBM 3081 processor as a batch machine was effected during week 5 of the quarter, allowing the IBM 168-1 and the AMDAHL V/8-1 to be moved out. This move assisted in improving the schedule and execution times an average of 32 percent in the second part of the quarter over the first 5 weeks.

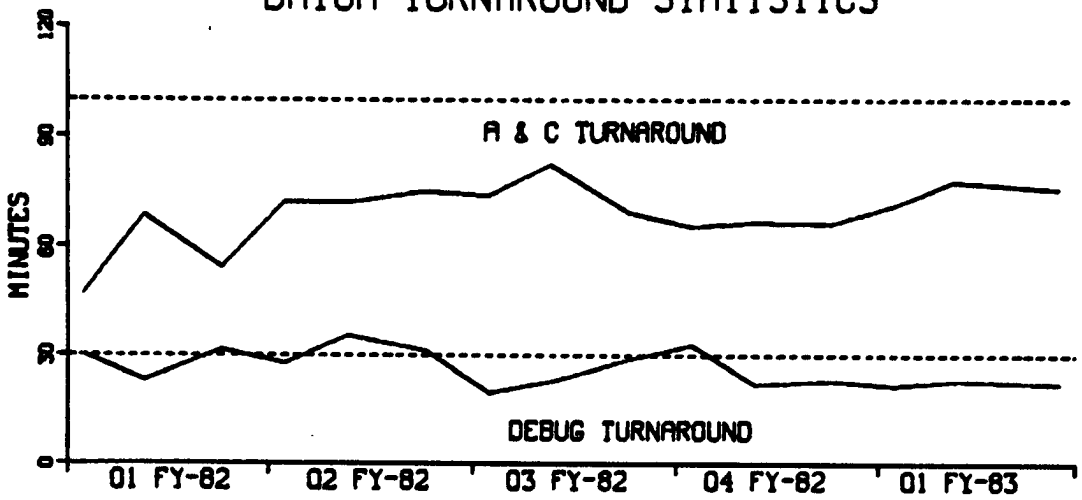
2.1.2 WORKLOAD

Batch workload increased 13 percent this quarter with an average of 3,819 jobs per day, as compared to 3,366 last quarter. Because the batch workload is run on several different machines that process jobs at different speeds, a common unit of measure is required to evaluate central processor utilization time. This is achieved by multiplying the amount of measured CPU time for each job by a performance coefficient unique to each processor. The result allows an evaluation in terms of how long the same job would take to run on an IBM-168. The average number of 370/168-equivalent hours for all CPU's each day during the quarter was 85.1, a decrease of 10 percent from the last reporting period.

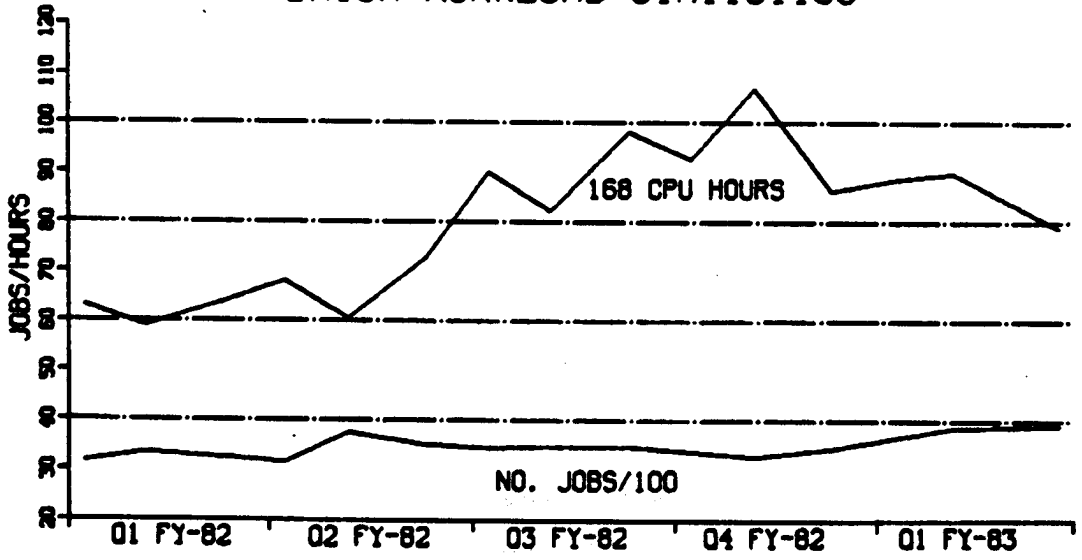
2.1.3 AVAILABILITY

Batch availability remained above the 98 percent threshold again this quarter. The primary reasons for unavailabilty were procedural problems (23 percent of the downtime), problems with the IBM disk (20 percent), the IBM control unit (13 percent), and MVS software (10 percent).

BATCH TURNAROUND STATISTICS



BATCH WORKLOAD STATISTICS



BATCH AVAILABILITY

QUARTERLY AVERAGES

01 FY-82	02 FY-82	03 FY-82	04 FY-82	01 FY-83
98.40	98.65	98.52	98.26	98.08

2.2 VM1

2.2.1 PERFORMANCE

Response times are reported on for two classes of VM users, trivial and minor. A user falls into a class based on the amount of CPU time he requires. If the user voluntarily releases control before the expiration of an assigned time quantum (the exact value is proportional to the speed of the CPU on which VM is being supported), he is considered to be a trivial user. The maximum acceptable limits set by ODP are 0.33 seconds for trivial response time and 3 to 5 seconds for the minor response time. This quarter's statistics were well within these limits at 0.15 seconds for trivial response and 2.77 seconds for minor response.

A new version of VMAP, the primary statistical tool for the VM service, was installed near the end of this quarter. Due to the fact that this new release uses slightly different counting and sampling techniques than the previous version, higher trivial and minor response times are currently being recorded. An evaluation is underway to determine if new acceptability thresholds should be set. This will be reported on further next quarter.

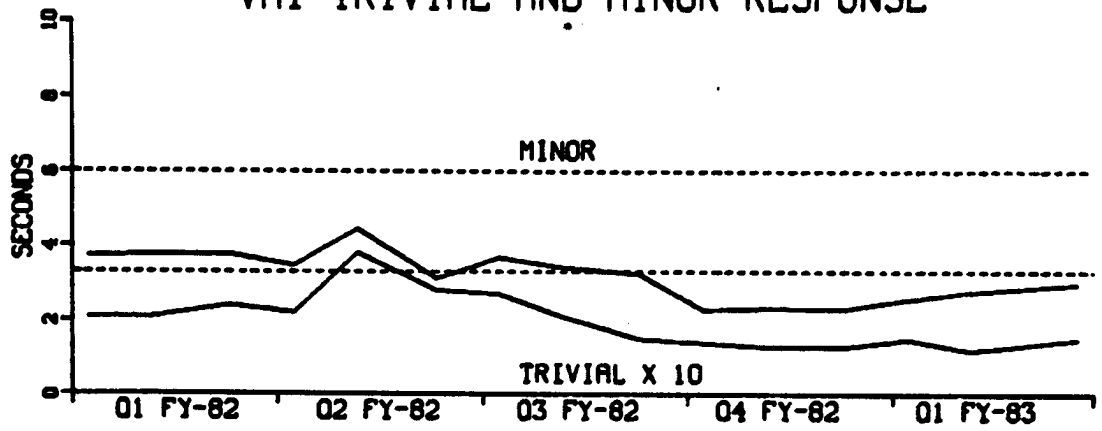
2.2.2 WORKLOAD

The VM1 workload is measured by the maximum number of concurrent users logged on the system. Although the mean number of concurrent users was relatively unchanged at 333, it should be noted that this quarter had a number of holidays. Eliminating these holiday weeks brings the mean up to 341 users.

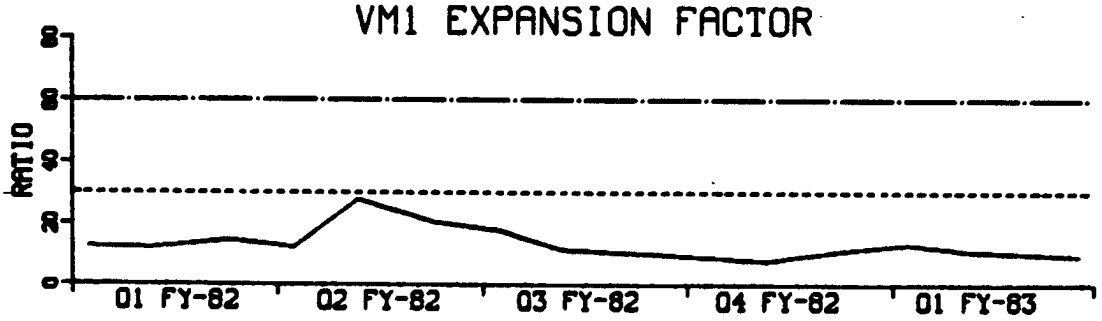
2.2.3 AVAILABILITY

VM1 availability was good again this quarter at 98.85 percent. STC drum problems caused 8 of the total of 28 hits on VM1 resulting in 25 percent of the downtime. COMTEN problems effected 23 percent of VM1 unavailability with 10 hits. The mean downtime this quarter was 20 minutes.

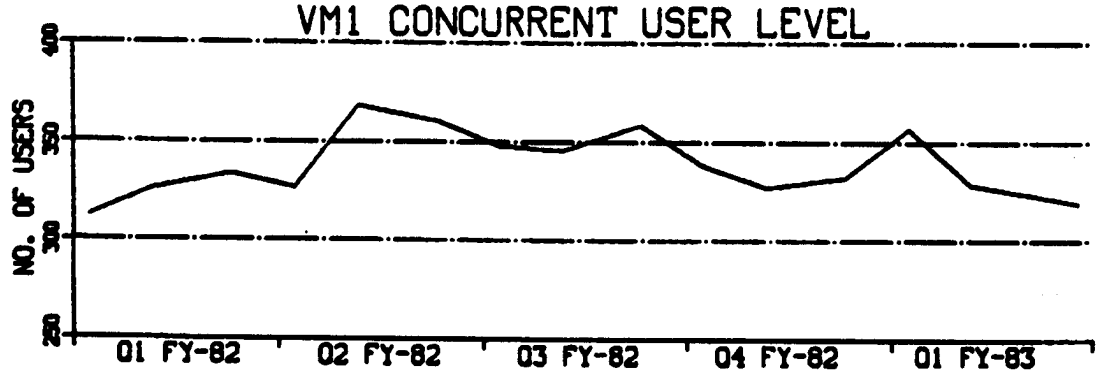
VM1 TRIVIAL AND MINOR RESPONSE



VM1 EXPANSION FACTOR



VM1 CONCURRENT USER LEVEL



VM1 AVAILABILITY
QUARTERLY AVERAGES

Q1 FY-82	Q2 FY-82	Q3 FY-82	Q4 FY-82	Q1 FY-83
97.87	97.88	99.28	98.67	98.85

2.3 VM2

2.3.1 PERFORMANCE

The VM2 system consists of a few users, including TADS and OSWR, who typically require sizeable resources. Response times are reported on for two classes of VM users, trivial and minor. A user falls into a class based on the amount of CPU time he requires. If the user voluntarily releases control before the expiration of an assigned time quantum (the exact value is proportional to the speed of the CPU on which VM is being supported), he is considered to be a trivial user. The maximum acceptable limits set by ODP are 0.33 seconds for trivial response time and 3 to 5 seconds for the minor response time. This quarter's statistics were well within these limits at 0.09 seconds for trivial response and 2.41 seconds for minor response.

A new version of VMAP, the primary statistical tool for the VM service, was installed near the end of this quarter. Due to the fact that this new release uses slightly different counting and sampling techniques than the previous version, higher trivial and minor response times are currently being recorded. An evaluation is underway to determine if new acceptability thresholds should be set. This will be reported on further next quarter.

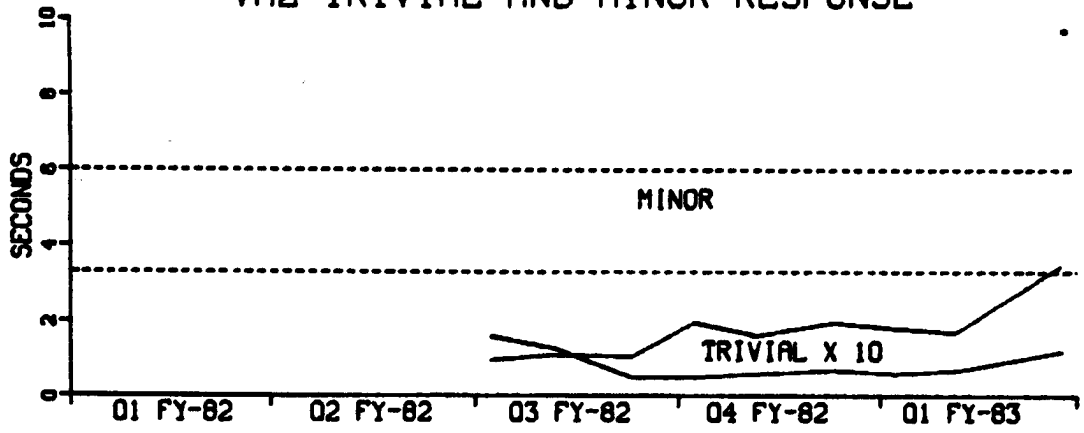
2.3.2 WORKLOAD

The VM2 workload is measured by the maximum number of concurrent users on the system. The mean number of concurrent users increased a dramatic 57 percent from 86 to 135, with a high of 177 users this quarter. The average number of daily sessions, a session being when one user logs on and then off, rose from 686 to 897.

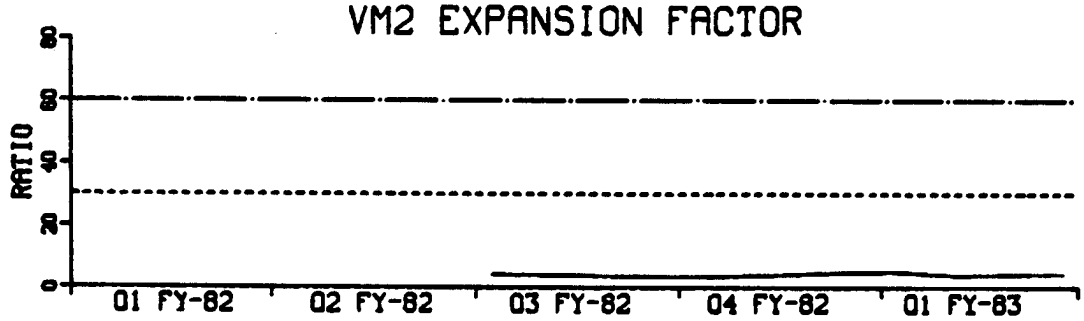
2.3.3 AVAILABILITY

Availability was high at 99 percent this quarter with IBM CPU problems causing 50 percent of the downtime. COMTEN software problems caused 14 percent of the unavailability and VM software problems were responsible for an additional 13 percent. The mean downtime was 16 minutes with a total of 30 hits.

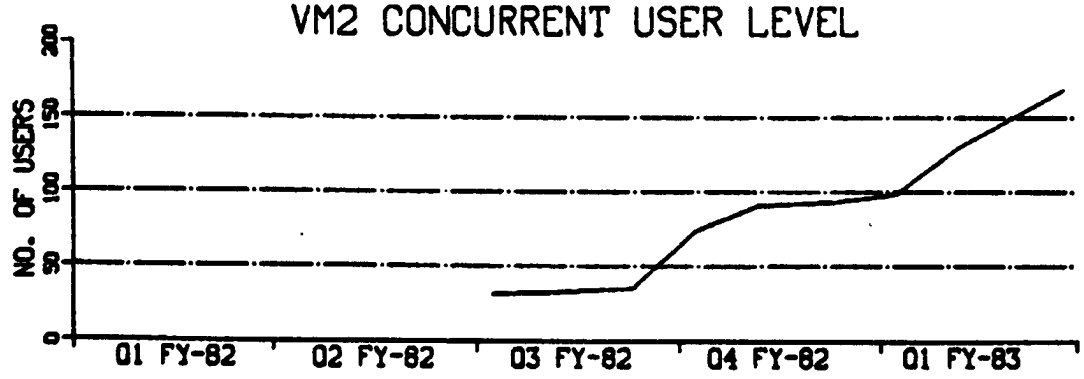
VM2 TRIVIAL AND MINOR RESPONSE



VM2 EXPANSION FACTOR



VM2 CONCURRENT USER LEVEL



VM2 AVAILABILITY
QUARTERLY AVERAGES

01 FY-82	02 FY-82	03 FY-82	04 FY-82	01 FY-83
0.00	0.00	99.18	98.92	99.00

2.4 GIMS PRODUCTION (GIMPROD)

2.4.1 PERFORMANCE

For the first quarter of FY-83, average response times for GIMPROD transactions were measured in terms of complex and non-complex transactions. A transaction was classified as complex if more than 30 items in the database being addressed were accessed, updated, or deleted. For the quarter, 95.8 percent of all transactions were non-complex. The average response time for non-complex transactions was 4.4 seconds. This average is 13 percent greater than that of the previous quarter. The increase was due to a number of factors. The two primary factors were: the increase "hold" times when the history tape was not available to the on-line system, and the experimentation with some minor operating system changes when GIMROD was moved to the IBM 3081. The average response time for complex transactions was 82.3 seconds, which is ten percent higher than the previous quarter. At the end of December, the production system was changed to allow for two history tapes. The "hold" times associated with the history tape should be eliminated, and the average response time should decrease during the next quarter.

Overall, the average response time for all GIMPROD transactions during the quarter was 7.77 seconds, which is over one second greater than that of the previous quarter. The number of GIMPROD transactions processed during the quarter was 21 percent higher than the number processed in the first quarter of FY-82.

2.4.2 WORKLOAD

GIMPROD workload is measured from both the system's and users' points of view.

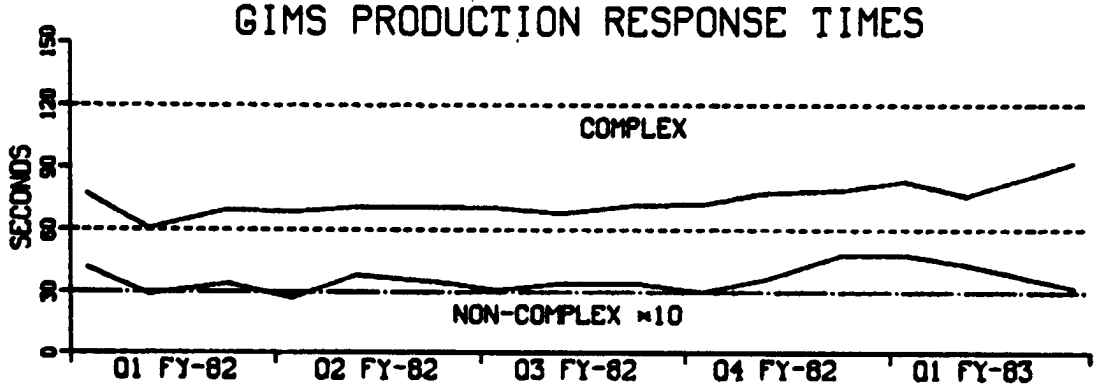
User workload is measured in terms of the number of transactions submitted and the number of concurrent users. For the quarter, the average daily user workload during the 0800 to 1600 hour time frame was 17,074 transactions. This average daily workload is 4 percent lower than that of the fourth quarter of FY-82 primarily due to the holidays. The maximum number of concurrent users recorded during a day was 119. For the quarter, the average of the daily maximums was 111 users, a 7 percent increase over that of the last quarter.

System workload, the impact on the processor, is measured in terms of database accesses and CPU utilization. Average hourly CPU utilization dropped to approximately 27 percent after GIMPROD was moved to the 3081. The high hourly CPU utilization averaged 36 percent with a range of 26 to 43 percent. Database accesses remained at the same level as during the previous quarter.

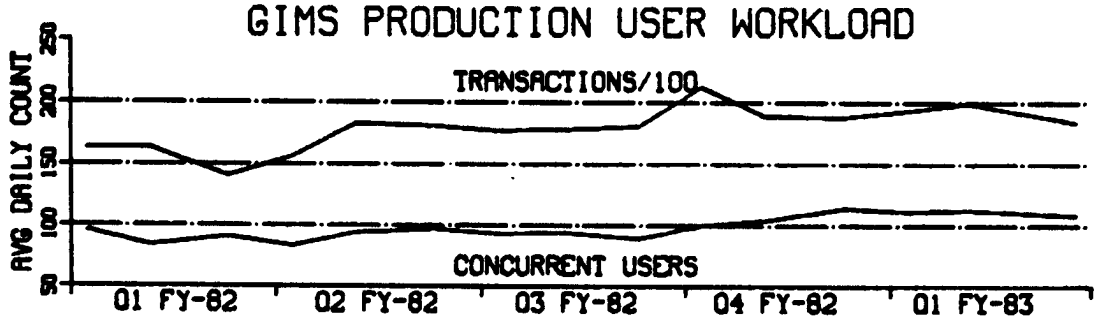
2.4.3 AVAILABILITY

GIMPROD availability for the quarter dropped to 96.75 from the 98.01 level of the previous quarter. Problems with the MVS software accounted for 22.5 percent of the downtime. Other areas effecting the lower availability were GIMS software (with 16.5 percent of the downtime) and the CDC Disk system (with 12 percent of the downtime).

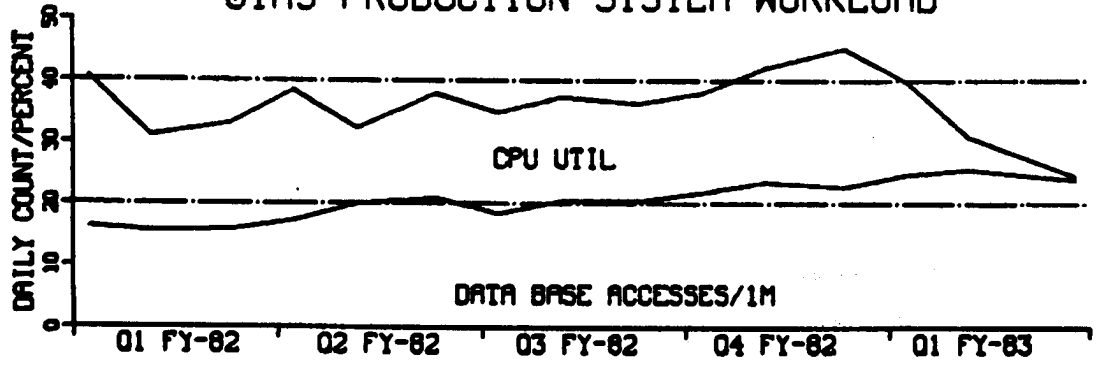
GIMS PRODUCTION RESPONSE TIMES



GIMS PRODUCTION USER WORKLOAD



GIMS PRODUCTION SYSTEM WORKLOAD



GIMS PRODUCTION AVAILABILITY

QUARTERLY AVERAGES

Q1 FY-82	Q2 FY-82	Q3 FY-82	Q4 FY-82	Q1 FY-83
95.80	97.94	97.97	98.01	96.75

2.5 GIMS DEVELOPMENT (GIMDEV)

2.5.1 PERFORMANCE

For the first quarter FY-83, average response times for GIMDEV transactions were measured in terms of complex and non-complex transactions. A transaction was classified as complex if more than 30 items in the database being addressed were accessed, updated, or deleted. For the quarter, 87 percent of all transactions were non-complex. The average response time for non-complex transactions was 3.12 seconds; the average response time for complex transactions was 28.89 seconds.

Overall, the average response time for all GIMDEV transactions during the quarter was 6.51 seconds. This represents a 16 percent decrease in the average response time of GIMDEV transactions over that of the fourth quarter of FY-82 and a 22 percent improvement over that of the first quarter of FY-82. The number of GIMDEV transactions processed during the quarter was 32 percent less than the number processed last quarter and 45 percent less than the number processed in the first quarter of FY-82.

2.5.2 WORKLOAD

Since GIMDEV operates as a test environment, user and system workloads are extremely variable. Measurements collected for this service do not have the same significance as those made for GIMPROD. Consequently, only two indicators are monitored:

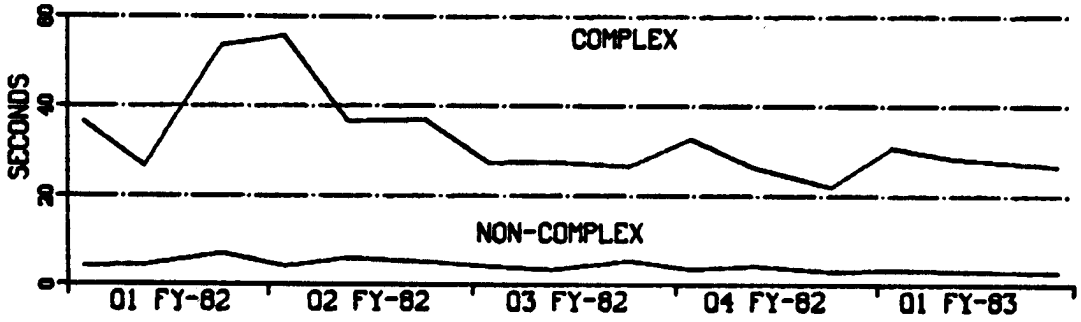
- Average daily transaction count, a general measure of user activity.
- CPU utilization, a general measure of system activity.

For the quarter, the average daily transaction count based on an 0800 to 1600 hour day was 1995, down from 2524 recorded during the previous quarter. The average CPU utilization was 2.6 percent after GIMDEV was moved onto the IBM 3081. A comparison with previous quarters would be meaningless because of the new hardware and the dramatic drop in activity. The decrease in activity is due to the CAMS2 development activity moving to W2.

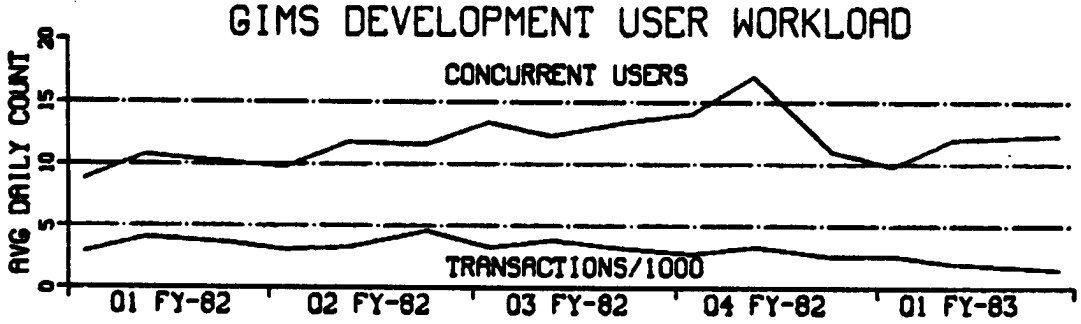
2.5.3 AVAILABILITY

Although GIMDEV availability dropped to 98.0 from the 99.2 level of the last quarter, it is still above the acceptable level of 97 percent. Failures resulting in reported downtime included GIMS software (40 percent), IBM disks (10 percent), and COMTEN problems (10 percent).

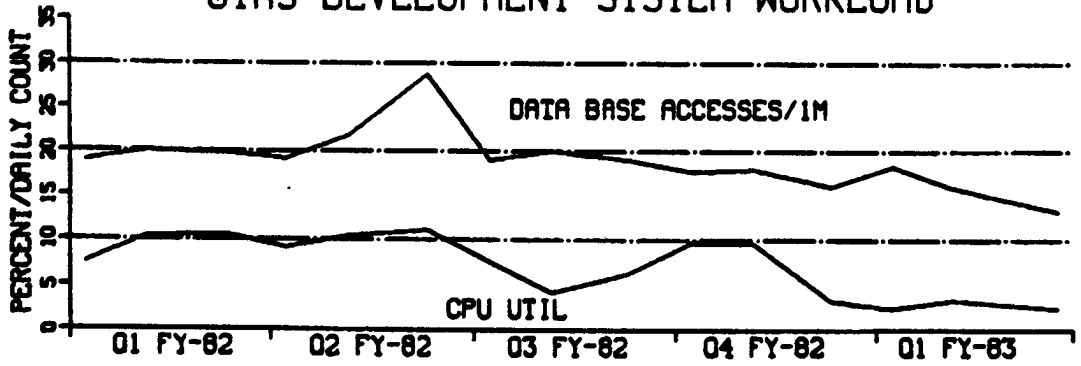
GIMS DEVELOPMENT RESPONSE TIMES



GIMS DEVELOPMENT USER WORKLOAD



GIMS DEVELOPMENT SYSTEM WORKLOAD



GIMS DEVELOPMENT AVAILABILITY

QUARTERLY AVERAGES

Q1 FY-82	Q2 FY-82	Q3 FY-82	Q4 FY-82	Q1 FY-83
94.51	96.97	97.20	99.14	98.00

2.6 OCR

2.6.1 PERFORMANCE

OCR performance was excellent as RECON response reached an all-time low for the second reporting period in a row. This quarter's weekly average was 6.9 seconds, down from 7.9 seconds last quarter.

2.6.2 WORKLOAD

Despite the large number of holidays, a second record was set this quarter when the average daily number of RECON transactions reached 3,335. This is an increase of more than 11 percent over last quarter's 2,993 transactions. The average number of transactions for OLDE approached the high of 750 with 742 transactions this quarter. This is an increase of 9 percent over the last reporting period. OLDE3 transactions declined slightly to 524 from 559.

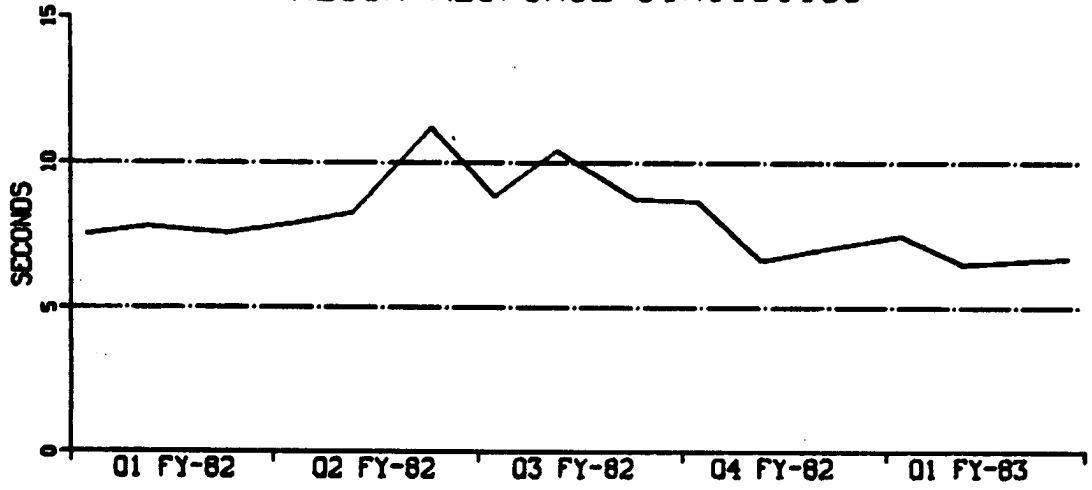
The average number of 370/168-equivalent CPU hours used daily by OCR applications was 4.16, slightly higher than last quarter. PMOMAIL CPU hours were .08, unchanged from last quarter.

2.6.3 AVAILABILITY

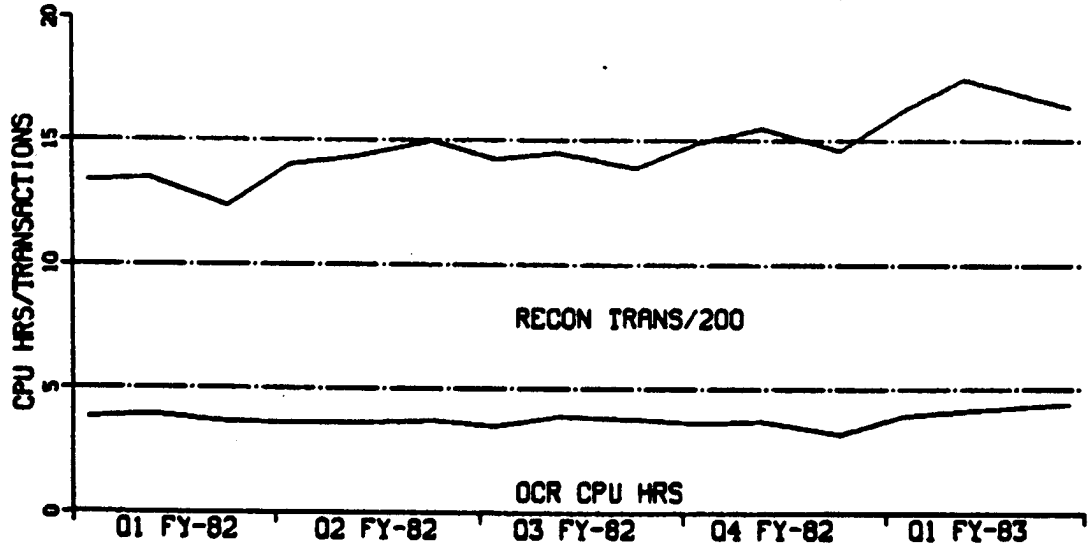
OCR availability improved significantly this quarter with all applications, with the exception of OLDE3, exceeding the 97 percent minimum level of acceptability. Procedural errors were the main cause of OLDE3's poor availability of 93.82 percent. These errors caused 24 hours and 67 percent of downtime for OLDE3.

The overall OCR availability was 97.16 percent. Procedural errors have long been the nemesis of OCR availability, and this period was no exception. Nearly one-half of OCR downtime can be attributed to procedural errors. MVS software problems caused 8 percent of the unavailability and applications software and COMTEN hardware problems each caused an additional 7 percent of the total downtime for OCR.

RECON RESPONSE STATISTICS



OCR WORKLOAD STATISTICS



OCR AVAILABILITY

QUARTERLY AVERAGES

Q1 FY-82	Q2 FY-82	Q3 FY-82	Q4 FY-82	Q1 FY-83
92.71	92.77	95.04	95.71	97.16

2.7 DO/IMS

2.7.1 PERFORMANCE

The STAR average name trace response time remained relatively unchanged this quarter at 11.6 seconds. This is well within the acceptable limit set of 25 seconds. Name trace detail review (NTDR), generally used as a measure of DO performance because it is not dependent upon external resources, has .33 seconds set as the maximum acceptable response time. The average NTDR for this quarter was 0.21 seconds, which is only slightly higher than the last reporting period. The average class A and C turnaround time degraded to 28.1 minutes, largely due to Thanksgiving week when problems with the batch machine caused this turnaround time to jump drastically to 71.5 minutes. Elimination of this week brings the average to 24 minutes which, although higher than last quarter, is still less than that of 30.1 minutes one year ago.

2.7.2 WORKLOAD

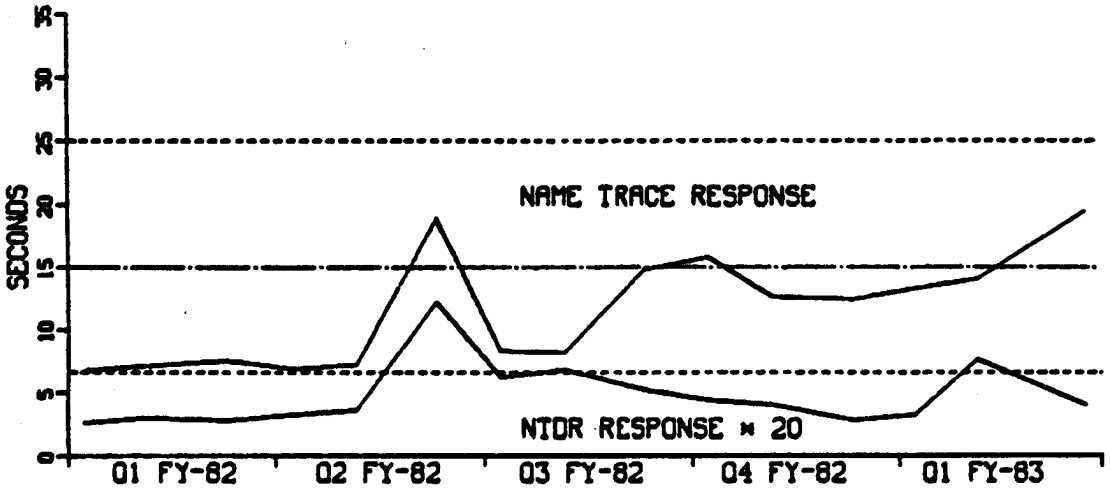
STAR workload, measured by the total number of weekly transactions, Monday through Friday, 24 hours per day, was slightly lower this quarter with 68,325 transactions. The DO batch workload was also down this quarter with a drop of 14 percent from 3,769 jobs processed per week to 3,243. This is partly due to the large number of holidays during this reporting period.

2.7.3 AVAILABILITY

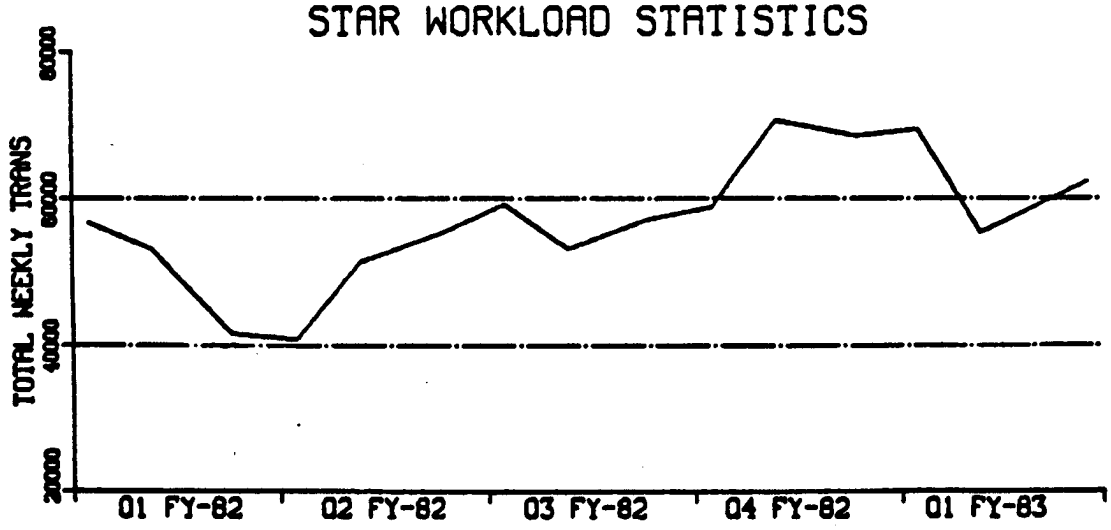
At 95.63 percent, STAR availability was below the acceptable limit of 97 percent for the second quarter in a row. STAR software was the major cause of unavailability (32 percent) with 14 hits and over 14 hours of downtime. Telex disk problems contributed to 19 percent of the downtime.

NIPS availability improved slightly to 97.55 percent this quarter. Telex disk problems caused 28 percent of the downtime, while COMTEN hardware and software problems caused 19 percent, and NIPS software problems contributed to 15 percent of NIPS unavailability.

STAR PERFORMANCE STATISTICS



STAR WORKLOAD STATISTICS



STAR AVAILABILITY

QUARTERLY AVERAGES

Q1 FY-82	Q2 FY-82	Q3 FY-82	Q4 FY-82	Q1 FY-83
97.45	95.31	97.51	96.13	95.63

2.8 DDOGIMS

2.8.1 PERFORMANCE

During this quarter a number of databases were added to the DDOGIMS operations. As a result of the increase in activity, reporting on DDOGIMS was added to the quarterly report. For the first quarter FY-83, average response times for the DDOGIM transactions were measured in terms of complex and non-complex transactions. A transaction was classified as complex if more than 30 items in the database being addressed were accessed, updated, or deleted. During the quarter, the percentage of non-complex transactions increased from 88 percent to 94 percent. The average response time for all non-complex transactions was 7.5 seconds. The average response time for complex transactions was 89.2 seconds. During the quarter a number of applications software problems impacting response time were uncovered and corrected.

Overall, the average response time for all DDOGIM transactions during the quarter was 13.4 seconds; the number of DDOGIMS transactions processed during the quarter was 7,712 per week.

2.8.2 WORKLOAD

GIMPROD workloads is measured from both the system's and users' points of view.

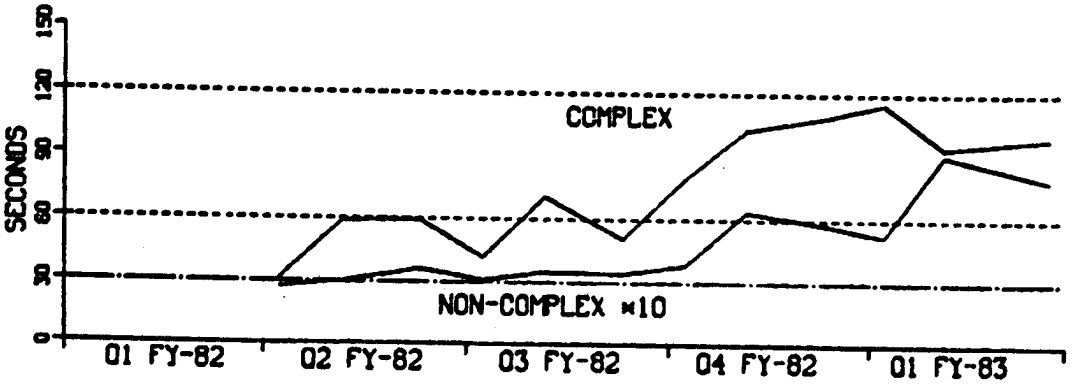
User workload is measured in terms of the number of transactions submitted and the number of concurrent users. For the quarter, the average daily user workload during the 0800 to 1600 hour time frame was 1,524 transactions.

System workload (that is, the impact on the processor) is measured in terms of database accesses and CPU utilization. These statistics were not collected this quarter due to problems with the software. This has been corrected, and it is anticipated that they will be reported on next quarter.

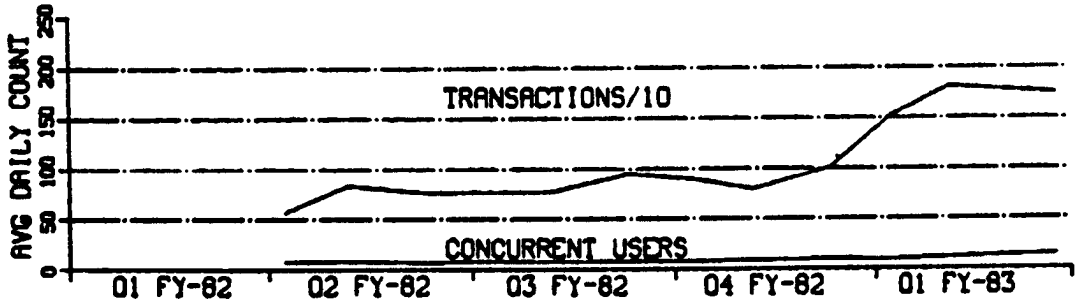
2.8.3 AVAILABILITY

DDOGIMS availability for the quarter was 97.74. Problems resulting in the greatest percentage of downtime included Telex Disk (19 percent), the Amdahl CPU (16 percent), and COMTEN (15 percent).

DDOGIMS RESPONSE TIMES



DDOGIMS USER WORKLOAD



DDOGIMS AVAILABILITY

QUARTERLY AVERAGES

01 FY-82	02 FY-82	03 FY-82	04 FY-82	01 FY-83
0.00	0.00	0.00	97.37	97.74

2.9 CAMS

2.9.1 PERFORMANCE

For the first quarter FY-83, average response times for CAMS terminal transactions were measured in terms of complex and non-complex transactions. A terminal transaction was classified as complex if more than 30 items in the database being addressed were accessed, updated, or deleted.

For the quarter, 90 percent of all terminal transactions were non-complex. The average response time for non-complex terminal transactions was 4.2 seconds; the average response time for complex terminal transactions was 71.7 seconds. This represents a 17 percent decrease from the measured statistics of the fourth quarter for both complex and non-complex transactions. The first quarter workload was significantly less than that of previous quarters, due in part to the holidays occurring in the quarter.

2.9.2 WORKLOAD

CAMPROD workload is measured from both the system's and users' points of view.

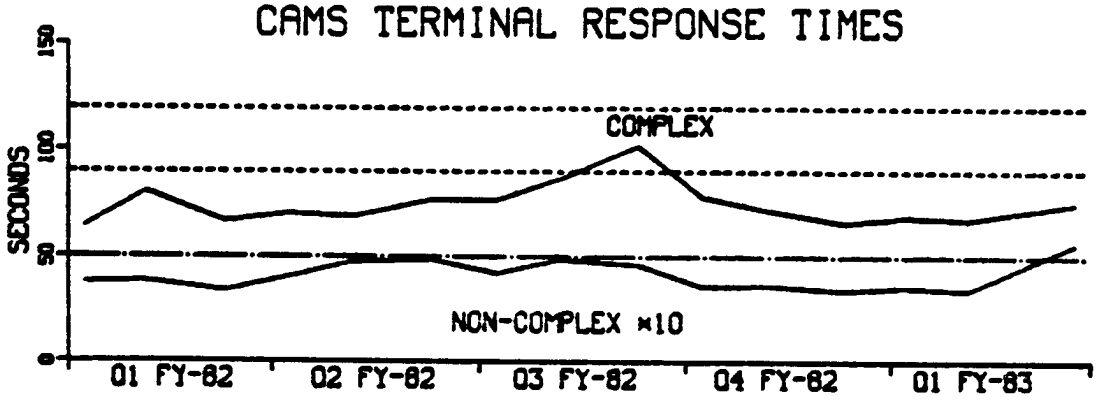
User workload is measured in terms of the number of batch and terminal transactions submitted. For the quarter, the average daily user terminal workload (based on five-day weeks with substained high transactions) was 7,107 transactions. The total average daily transaction count was 11,301 or approximately 50 percent of the previous quarter. Batch transactions dropped to a daily average of 4,899 for the quarter.

System workload, the impact on the processor, is measured in terms of database accesses and CPU utilization. The average hour CPU utilization for this quarter was 36 percent; the peak hour CPU utilization ranged from 25 to 58 percent. Database accesses for the quarter averaged 20.8 million per day for terminal and batch transactions. Average database accesses the quarter was only 10 percent less than the previous quarter.

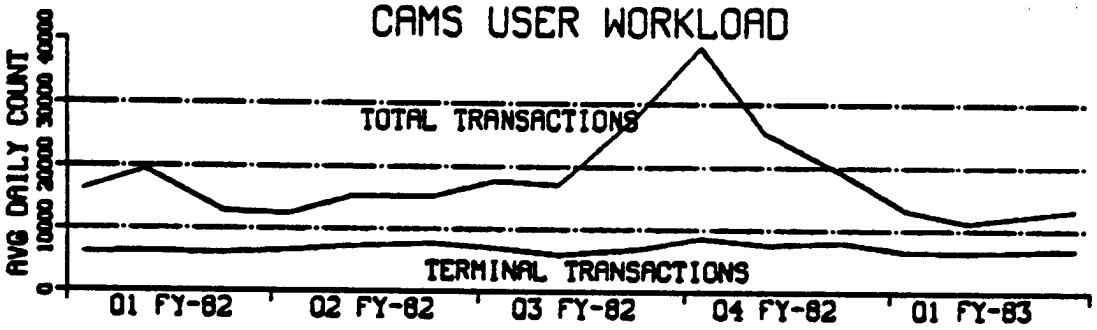
2.9.3 AVAILABILITY

CAMS availability remained a little below the 98 percent threshold for the quarter. Major causes of the reported downtime were the IBM 3272 Control Unit (18 percent), COMTEN (14 percent), IBM Disk (13 percent), GIM software (10 percent), and user software (7 percent).

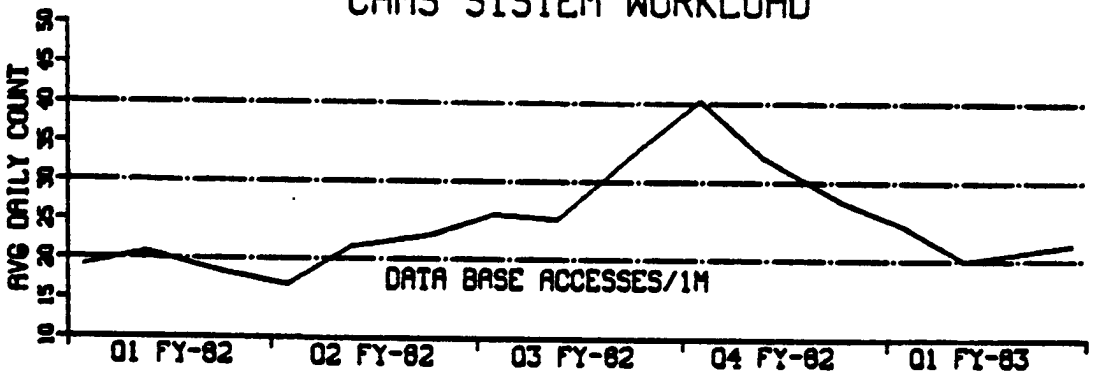
CAMS TERMINAL RESPONSE TIMES



CAMS USER WORKLOAD



CAMS SYSTEM WORKLOAD



CAMS AVAILABILITY

QUARTERLY AVERAGES

01 FY-82	02 FY-82	03 FY-82	04 FY-82	01 FY-83
96.11	98.02	98.37	98.12	97.67

ODP DASD SUMMARY

Direct Access Storage Device (DASD) utilization control is handled at the device level by ODP/Processing. At lower levels of allocation, depending on the particular service, either ODP or the customer may assume this responsibility. The table below presents a profile, by service, of how the total DASD inventory is currently being utilized.

-- RUFFING CENTER -- (As of 1 FEB 83)

SERVICE	DEVICE	VENDOR	NO. OF DISKS (incl. spares)	TOTAL GIGABYTES	TOTAL GIGABYTES END FY83
MVS/JES3 BATCH					
IPL/SYSRES					
3033UP &					
3081-1 & 3081-3	3350	TELEX	6	1.9	1.9
PAGING & SYSDA	3380	IBM	17		
SHARE	3350	Telex	75	23.7	23.7
CAMS-I DEV	3350	Telex	11	3.5	3.5
SPOOL	3330-11	IBM	28	5.6	6.1
SETUP (MVS & VM)	3330-1	CDC	8		
	3330-11	CDC	8	2.4	.3
VM (mini-Disk &	3350	Telex	5		
system Disks)	3380	IBM	72		
Hydra	2314 DD	Calcomp	.2	47.4	57.9
GIMPROD	3330-1	IBM	32		
	3330-1	CDC	11	4.3	5.4
GIMDEV	3350	TELEX	7	2.2	2.2
OCR	3380	IBM	17	10.7	10.7

-- SPECIAL CENTER --

CAMPROD & SYSTEM	3330-1	IBM	24		
	3350	Telex	16	7.4	9.2
DDO & SYSTEM	3330-1	IBM	8		
	3350	Telex	48	38.6	40.4
	3380	IBM	36		

-- W-2 BUILDING --

	3350	TELEX	32		
CAMS11DEV	3330-1	CDC	16 *		
	3330-11	CDC	8 *	10.1	13.3

*Indicates DASD allocated but not necessarily in use.

TELECOMMUNICATIONS SUMMARY

The terminal utilization data presented in the following table was developed using the COMTEN front-end-processor software accounting package, SEAC, which creates a record for every user terminal session (log-on to log-off).

Since VM service-virtual machines such as BATCHOP and TAPEMON do not generate SEAC records, the VM statistics for max users and daily log-ons below are artificially low. In addition, figures are low for STAR since the major portion of STAR activity is performed on 3277s which do not go through a COMTEN.

-- RUFFING CENTER --

SERVICE	MEAN WEEKLY MAX USERS	MEAN DAILY LOG-ONS	MEAN CONNECT TIME (mins)	MEAN NO. TERM'LS USED DAILY	MEAN DAILY TERM'L USAGE (mins)	MEAN LINE ACTIV (char /secs)
VM1 Q1	245	2,800	36	544	183	14
Q2	273	3,171	35	579	192	14
Q3	264	3,116	35	592	181	14
Q4	239	2,830	35	571	170	14
Q1	245	3,037	35	593	158	14
VM2 Q3	13	141	36	41	119	18
Q4	53	681	27	134	136	18
Q1	84	870	32	193	140	18
GIMP Q1	90	586	60	182	187	10
Q2	92	590	62	186	190	11
Q3	93	608	63	194	190	10
Q4	106	674	62	205	200	10
Q1	110	739	56	217	187	10
GIMD Q1	10	76	25	29	64	19
Q2	10	91	25	32	70	15
Q3	13	94	24	32	68	17
Q4	14	108	24	38	68	16
Q1	11	87	19	35	47	17
OCR Q1	47	415	36	107	136	24
Q2	47	468	29	119	107	31
Q3	49	494	29	125	112	32
Q4	47	727	26	173	114	24
Q1	48	755	27	178	111	23

1st Qtr 83

TELECOMMUNICATIONS SUMMARY

-- SPECIAL CENTER --

	Q2	2	3	17	2	20	25	
STAR	Q3	3	10	37	3	135	15	
	Q4	3	12	47	4	138	13	
	Q1	4	21	40	5	157	13	
	Q2	12	38	103	16	229	5	
NIPS	Q3	13	44	96	17	201	5	
	Q4	12	32	105	15	203	6	
	Q1	12	39	94	16	213	5	
GIMS	Q4	10	47	40	16	105	15	
	Q1	12	66	41	22	124	15	

AVAILABILITY TRENDS

The table below presents availability and mean-time-between-failure data for each major ODP service over the last 5 quarters. More detailed data for previous quarters may be obtained from the Maintenance Management Branch, ED, P/ODP.

SERVICE		FY-82 Qtr 1	FY-82 Qtr 2	FY-82 Qtr 3	FY-82 Qtr 4	FY-83 Qtr 1
JES3	Avail	98.34	98.85	98.43	98.39	98.77
	MTBF	39:30	38:56	34:18	24:27	36:27
BATCH	Avail	98.46	98.45	98.52	98.26	98.08
	MTBF	46:13	35:42	37:21	28:21	28:11
VM1	Avail	97.86	97.88	99.28	98.67	98.85
	MTBF	15:52	10:22	18:59	18:46	28:19
VM2	Avail	98.54	99.41	99.18	98.92	99.00
	MTBF	33:33	84:30	55:28	21:00	26:26
GIMP	Avail	95.86	97.94	97.97	98.01	96.75
	MTBF	14:11	19:41	20:20	17:30	10:31
GIMD	Avail	94.73	96.97	97.20	99.14	98.00
	MTBF	9:50	11:40	13:55	42:00	18:27
DDOGIM	Avail	--	--	--	--	97.74
	MTBF	--	--	--	--	29:08
DDO	Avail	97.45	95.31	97.51	96.13	95.63
	MTBF	44:07	22:48	37:56	24:26	27:30
OCR	Avail	92.71	92.77	95.04	95.71	97.16
	MTBF	13:42	10:05	16:01	17:19	23:17
CAMS	Avail	98.11	98.02	98.37	98.12	97.67
	MTBF	25:45	28:07	38:07	28:40	25:43

DEFINITIONS OF QUARTERLY GRAPHIC DATA

SERVICE	TITLE	SOURCE	DAYS	TIME	EXPLANATION/EXCEPTION
BATCH	A&C TURNAROUND	SMF	M-F	7-7	READER START TO PURGE WEEKLY MEAN (MIN.)
	DEBUG TURN	SMF	M-F	7-7	EXCLUDES: JOBS WITH REMOTE PRINT > 10 HRS TURNAROUND > 24 HRS JOBS IN A NETWORK HOLIDAYS CMF & JES INITIATORS
	168 CPU HOURS	SMF	M-F	7-7	FACTORS: 168=1.0, 3033=2.1 3081=2.25, V8=2.5, V6=1.8
	NUMBER OF JOBS	SMF	M-F	7-7	NO EXCLUSIONS
VM	TRIV. RESP.	VMAP	M-F	*	
	MINOR RESP.	VMAP	M-F	*	*4 15-MINUTE WINDOWS 9:55-10:10 10:50-11:05 13:55-14:10 14:50-15:05
	EXPANSION FACTR	VMAP	M-F	*	
	CONCURR. USERS	VMAP	M-F	*	
	RESPONSE TIMES	GIMSMF	M-F	8-16	AVG WORKDAY BY MONTH
GIMPROD	TRANSACTIONS	GIMSMF	M-F	8-16	AVG WORKDAY BY MONTH
GIMDEV	CONCURR. USERS	COMTEN	M-F	8-16	MAX DURING THE WEEK
DDOGIMS	DATA BASE ACC.	GIMSMF	M-F	8-16	AVG WORKDAY BY MONTH
	CPU UTILIZATION	CMF	M-F	8-18	AVG WORKDAY PERCNT BY MNTH
OCR	RECON RESPONSE	RECON ACTG	M-F	7-17	AVG WORKDAY BY MONTH
	OCR CPU HOURS (168 HOURS)	SMF	M-F	7-17	ALL OCR ONLINE PROGS AVG WORKDAY TOTAL BY MONTH
	TRANS-RECON	RECON ACTG	M-F	7-17	AVG WORKDAY BY MONTH
STAR	NAME TRACE RESP	DDO DATA	M-F	9-17	AVG WORKDAY BY MONTH
	NTDR	CICS DATA	M-F	6-18	AVG WORKDAY BY MONTH
	WORKLOAD	DDO DATA	M-F	7-7	WKLY TOTAL TRANS BY MONTH
CAMS	RESPONSE TIMES	GIMSMF	S-S	1-24	AVG DAY BY MONTH
	TRANSACTIONS	GIMSMF	S-S	1-24	AVG DAY BY MONTH
	DATA BASE ACC.	GIMSMF	S-S	1-24	AVG DAY BY MONTH